



Request for Proposals for New FY19 – TRAIN Grant Projects

COVER PAGE

Applicant Information			
Lead Applicant (Campus): Bunker Hill Community College		Grant Focus (check): <input checked="" type="checkbox"/> Long-term unemployed, underemployed and new entrant adult workers	
Name of Project/Project Title: TRAIN		Type of Grant (check): <input checked="" type="checkbox"/> Workforce Development	
Program Partners (list all): Boston Private Industry Council, CVS, Cataldo Ambulance Service, Inc., City of Chelsea			
Grant Administrator: Name: <u>Alice Murillo</u> Title: <u>Associate Provost</u> Telephone: <u>617-228-2102</u> E-mail: <u>amurillo@bhcc.mass.edu</u>		Institution: <u>Bunker Hill Community College</u> Mailing Address: <u>250 New Rutherford Ave.</u> <u>Boston, MA 02129</u>	
Program Information			
Total Number of Students Served Upon Implementation:	24	Target Population:	long-term un/underemployed workers and new entrants to the workforce
Brief Summary of Project Outcomes: BHCC's TRAIN program will serve 24 participants who are long-term unemployed or new workforce entrants, through workplace readiness and occupational skills training in Pharmacy Technician, Emergency Medical Technician (EMT), Certified Nurse's Aide (CNA) or PC Hardware Support Specialist. Projected outcomes are: <ul style="list-style-type: none"> At least 85% of students will be placed in and complete internships. At least 80% of participants will complete occupational training. At least 80% of completers will obtain full-time employment within six months of completion.			
Budget			
Total Funds Requested: \$123,311	Total Matching Funds (XX%): (Not Required)	Total Project Cost: \$123,311	
Authorizing/Fiscal Agent: Name: <u>Pam Y. Eddinger, Ph.D.</u> Title: <u>President</u> Phone: <u>617-228-2400</u> Email: <u>peddinger@bhcc.mass.edu</u>		For DHE Office Use:	

I certify that the information reported herein is accurate and complete.

Authorized Agent Signature: *Pam Eddinger* Date: September 20, 2018

***Massachusetts Department of Higher Education – TRAIN Program
Bunker Hill Community College – Project Abstract***

Lead Applicant Information

- Bunker Hill Community College
- Contact Person/Title: Alice Murillo, Associate Provost
- Telephone Number: 627-228-2102 / Email: amurillo@bhcc.mass.edu

Other committed partner organizations

- Boston Healthcare Careers Consortium, Boston Private Industry Council – Workforce Investment Board (support internship and job development)
- CVS – Jonathan DaSilva, Regional Learning Center Manager (provide internships, interview/hire graduates)
- Cataldo Ambulance Service, Inc. – Daniel Hoffenberg, COO (provide internships, interview/hire graduates)
- City of Chelsea – Thomas Ambrosino, City Manager and Mary Bourque, Superintendent of Schools (provide internships, interview/hire graduates)

Summary description of the project:

BHCC requests \$123,311 for the College's proposed TRAIN program, designed to serve 24 participants who are long-term unemployed or new workforce entrants, through two training components:

- A 14-hour **workplace readiness** course, focused on interpersonal skills that entry-level workers need to succeed in their positions. This non-credit course will prepare participants for their internship experience during occupational training, as well as for successful transition to employment.
- **Four options for occupational skills training and certification** during the spring 2019 semester (January-May) which align with the Department of Higher Education's industry sector workforce plans in allied health and information technology:
 - Pharmacy Technician: Prescription preparation; inventory control; record keeping; packaging of drugs, and customer service.
 - Emergency Medical Technician (EMT): Provide emergency care to victims of accidents and other illnesses before victims are transported to a hospital assessment.
 - Certified Nurse Assistant (CNA): Support nursing staff by providing basic care for patients.
 - PC Hardware Support Specialist: Computer hardware support, maintaining desktop and laptop computers; upgrading components; performing preventive maintenance and troubleshooting.

All programs are credit-bearing, offer industry-recognized credentials, connect graduates with job opportunities in growth occupations, and prepare graduates to pursue continued education toward more advanced degrees and certificates. All four programs also include internships to provide students with hands-on experience in actual work settings.

Participants will receive advising and case management from BHCC's TRAIN Coordinator Kim Burke, who is the College's Allied Health Coordinator and who managed BHCC's successful TRAIN program in 2016-17. BHCC will leverage time for key staff and administrators as a matching contribution, including Maryanne Atkinson, Dean of Health Sciences, who will provide administrative oversight for the project and supervise the TRAIN Coordinator, and Michelle Elias Bloomer, Dean of Professional Studies, who will participate (along with Ms. Atkinson) in employer consortia convened by local workforce boards.

Projected outcomes for BHCC's FY19 TRAIN program include:

- At least 85% of students will be placed in and complete internships.
- At least 80% of participants will complete occupational training.
- At least 80% of completers will obtain full-time employment within six months of completion.

***Massachusetts Department of Higher Education – TRAIN Program
Bunker Hill Community College -- Project Narrative***

A. Workforce Readiness and Skills Training Programs - With this application to the DHE TRAIN program, Bunker Hill Community College (BHCC) proposes a comprehensive and flexible array of training that includes workforce readiness, occupational and on-the-job training for in-demand jobs in Allied Health and Information Technology. Activities are designed to identify and engage eligible long-term un/underemployed workers and new entrants to the workforce, link them with needed support services, and quickly train and prepare them for meaningful employment. Following an introductory course in workforce readiness, participants choose from a range options for occupational skills training and certification including Pharmacy Technician, Emergency Medical Technician (EMT), and Certified Nurse's Aide (CNA). Also, for the FY19 project, BHCC will add a one-semester fast-track program in PC Hardware Support. Utilizing existing College staff and curricula, BHCC's program is poised for quick start-up, to attain enrollment and completion outcomes within the eight-month grant period. BHCC's program design aligns with industry sector workforce plans in allied health and IT.

1. Recruiting - Participants for the TRAIN program will be recruited and drawn from:

- Current and entering BHCC students who are long-term unemployed or new workforce entrants.
- Clients of One Stop Career Centers in the city of Boston and Metro North area.
- Participants in BHCC's adult basic education programs in Chelsea and Boston.

The TRAIN program will conduct bi-monthly information sessions for prospective students, at BHCC's main Charlestown campus and the Chelsea campus, to provide an overview of each program, coursework and field experiences offered, and the expectations and requirements of students. Sessions are attended by adult learners, many of whom are unemployed and are seeking opportunities for educational and career advancement. Attendees also include many people of color and non-native English speakers. Faculty and/or the TRAIN Coordinator are then available to meet individually with prospective students to answer questions and help them determine if the program would meet their needs and goals. Through these sessions, prospective students who are long-term unemployed or new workforce entrants will be identified, and informed of the opportunity to receive tuition support through the TRAIN program.

In addition, BHCC will do outreach with the College's state-funded adult basic education program, to identify eligible students who have earned their high school equivalency or who are at high English proficiency levels, to refer them to the program. Also, the local Workforce Investment Boards (Boston Private Industry Council and the Metro North Regional Employment Board) convene regular meetings of Health Care and IT Career Consortia. BHCC participates in both of these groups, which will be instrumental in identifying and connecting participants with emerging internship and job opportunities.

2. Training Design - Two levels of training will be offered through BHCC's FY19 TRAIN program: a

workplace readiness course fall 2018, followed by four options for occupational skills training in winter/spring 2019. The **workplace readiness** course consists of a series of training modules focused on interpersonal skills that entry-level workers need to succeed in their positions. This non-credit course offered by BHCC’s Workforce Development Center prepares participants for their workplace internship experience during occupational training, as well as for successful transition to employment. BHCC will offer this 14-hour course in a classroom format at the BHCC main campus, during November/December. All participants will complete the course prior to entering occupational skill training. Topics include:

- What It Takes to Succeed: Basic Principles -- Addresses basic job responsibilities, gives participants a sense of their place in the organization and their impact on others.
- Getting the Information You Need -- Helps participants listen actively, ask clarifying questions and verify what they hear – especially when taking on a new assignment or being trained in a new task.
- Speaking With Confidence -- Develops clear verbal communication skills for expressing ideas and information, and helps participants handle nervousness and other potential barriers.
- Helping Your Team Work -- Helps participants understand the impact of their actions on others, the power and personal rewards of teamwork and the habits of effective players.
- Managing Life Outside Work -- Helps participants identify and develop plans for coping with a range of issues and events that can make it hard to meet their employer’s minimum requirements.

Beginning in the spring semester, BHCC will link project participants with one of **four options for short-term training and certification** in allied health at IT:

- Pharmacy Technician: Prescription preparation; inventory control; record keeping; packaging of drugs, and customer service.
- Emergency Medical Technician (EMT): Provide emergency care to victims of accidents and other illnesses before victims are transported to a hospital assessment.
- Certified Nurse Assistant (CNA): Support nursing staff by providing basic care for patients.
- PC Hardware Support Specialist: Maintain desktop and laptop personal computers; upgrade components based on customer needs; perform preventive maintenance and troubleshooting.

These programs prepare graduates for employment in entry-level positions, with the ability to pursue further training for career advancement. All programs offer full college credit and include internships with hands-on training in actual work settings. The four programs are described in detail below:

Pharmacy Technician		
<i>Training Objectives</i>	<i>Format</i>	<i>Certification Testing/Credentials</i>
Prepares students to work in teams supervised by a	4 courses,	National Pharmacy Technician

pharmacist to prepare prescriptions and provide inventory control, record keeping and drug packaging. Students learn Pharmacy Operations, Pharmaceutical Calculations, Pharmacology and Pharmacy Law.	16 credits -- classroom, lab, clinical instruction	Certification Board (PTCB) exam, to be registered as a Pharmacy Technician in Massachusetts
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Intended Outcomes:

- At least 80% of participants will successfully complete coursework and clinical placement.
- At least 90% of graduates will pass the PTCB exam.
- At least 80% of program completers will obtain full-time employment within 6 months.

Emergency Medical Technician (EMT)

<i>Training Objectives</i>	<i>Format</i>	<i>Certification Testing Credentials</i>
Introduction to emergency care; the well-being of the EMT; medical, legal and ethical issues; anatomy and physiology; pathophysiology; patient history and assessment; vital signs; Health Care Provider CPR and operation of the Semi-Automatic External Defibrillator (SAED); airway management and assessing emergency scenes; basic pharmacology; management/treatment of respiratory, cardiovascular and diabetic emergencies.	7-credit course -- classroom, lab, internship	Massachusetts State Practical Exam, National Registry EMT Basic Written Exam (NREMT) to become certified as an EMT at the Basic level.

Intended Outcomes:

- At least 80% of participants will successfully complete coursework and clinical placement.
- At least 90% of graduates will pass the Massachusetts State Practical Exam, and the National Registry EMT Basic Written Exam.
- At least 80% of program completers will obtain full-time employment within 6 months.

Certified Nurse's Aide (CNA)

<i>Training Objectives</i>	<i>Format</i>	<i>Certification Testing/Credentials</i>
Prepares students to support nursing staff in hospitals, long-term care facilities and rehabilitation clinics by providing basic care for patients (bathing, dressing, eating, toileting and oral care).	3 courses, 7-credits -- Classroom, clinical instruction	American Red Cross CNA certification

Intended Outcomes:

- At least 80% of participants will successfully complete coursework and clinical placement.
- At least 90% of graduates will pass the Red Cross CNA exam.
- At least 80% of program completers will obtain full-time employment within 6 months.

PC Hardware Support Specialist

Training Objectives

Format

Certification Testing/Credentials

Prepares students for entry level positions in personal computer hardware support, maintaining desktop and laptop personal computers; upgrading components based on customer needs; performing preventive maintenance and troubleshooting

6 courses,
16-credits -
Classroom,
lab,
internship

CompTIA A+ Essentials
Certification
Microsoft Office Specialist
RedHat Certified System
Administrator

Intended Outcomes:

- At least 80% of participants will successfully complete coursework and internship.
- At least 80% of graduates will pass CompTIA A+ Essentials, Microsoft Office Specialist and RedHat Certified System Administrator certification exams.
- At least 80% of program completers will obtain full-time employment within 6 months.

Content for the required coursework in each of the four occupational training programs includes technical and workplace readiness skills, as well as hands-on training in the workplace during internships offered through each program. Course content is outlined in the tables below:

Pharmacy Technician

PMT-111: Pharmacy Practice for Pharmacy Technicians I (4 Credits) - Covers the role of the pharmacy technician, federal and state laws and regulations governing the pharmaceutical industry, handling controlled substances, and related record keeping. The roles of the FDA in drug approval and post-marketing surveillance, and the DEA in daily pharmacy operations are discussed. Introduces common medical terminology, and weights and measures used routinely in the practice of pharmacy.

PMT-112 Pharmacy Practice for Pharmacy Technicians II (4 Credits) - Covers prescription/order processing, drug formulation, pharmacy operations, third party billing and inventory control. Calculations related to routine processing and pharmacy management including days-supply, refill adjustment and inventory control are emphasized. Provides a general introduction to biopharmaceutics and drug action.

PMT-113: Pharmacy Practice for Pharmacy Technicians III (4 Credits) - Provides a basic introduction to

the pharmacology of drugs in common use. Examines body systems, e.g. gastrointestinal, and includes discussion of drugs commonly used in treating diseases affecting the system. Dosage, administration, generic and trade names, common adverse reactions and important drug interactions are emphasized.

PMT-299: Pharmacy Practicum/Seminar (4 Credits) - Combines group discussion in a seminar setting with an internship in a live pharmacy setting, to give the student practical experience in the basic roles of the technician and to prepare for transition to the workplace. The experience component encompasses the steps from customer service to prescription processing and production. The weekly seminar is used as a problem solving group discussion and to prepare the student to apply and compete for work.

Emergency Medical Technician (EMT)

EMT103: Emergency Medical Technician (7 Credits) - Includes an introduction to emergency care, the well-being of the EMT, and medical, legal and ethical issues. Students learn anatomy and physiology, pathophysiology, patient assessment, vital signs, Health Care Provider CPR and operation of the Semi-Automatic External Defibrillator (SAED). The EMT also gains an understanding of basic pharmacology and the management and treatment of respiratory, cardiovascular and diabetic emergencies.

Certified Nurse's Aide (CNA)

AHE-110: Principles of Clinical Practice (3 Credits) - Includes topics in the anatomy and physiology of body systems, diseases and conditions, ethics in health care, communications, medical terminology and abbreviations, standard and transmission-based precautions, CPR, and selected clinical skills.

AHE-111: Patient Care Skills (3 Credits) - Covers the patient care theory and skills required to take the Certified Nurse Aide and Home Health exams.

AHE-106: CNA Practicum Patient Care (1 Credit) - Consists of a clinical practicum of 21 hours at a skilled nursing facility to fulfill the State Nurse Aide Certification requirement.

PC Hardware Support Specialist

CIT-110 Applications/Concepts (3 Credits) - Covers use and application of modern computer systems, includes fundamental computer concepts, terminology, applications, and theory. Students get extensive 'hands-on' personal computer experience and gain a good working knowledge of MS WINDOWS and MS OFFICE. Students develop competence with personal computer hardware and software, and an understanding of the effects of information technology on the individual, organizations, and society.

CIT-182 PC Hardware & Software (3 Credits) - Topics include: laptops and portable devices, wireless connectivity, security, safety and environmental issues. Students will learn internal components of a

personal computer, assemble a system, install an operating system, troubleshoot using system tools and diagnostic software, connect computers to the Internet, and share resources in a networked environment.

CIT-162 CISCO Networking I (3 Credits) - Introduces the architecture, structure, functions, components, and models of the Internet and other networks. The principles and structure of IP addressing and the fundamentals of Ethernet concepts, media and operations are introduced. Students build simple LANs, perform basic configurations for routers and switches, and implement IP addressing schemes.

CIT-268 Windows Op Systems (3 Credits) – Provides hands-on experience with commonly used versions of Windows operating systems. Students use system file managers, utilities, set-up procedures, and other major components of operating systems, and gain an understanding of device drivers, link libraries, memory management, multi-tasking requirements, and multi-media considerations.

CIT-230 Help Desk Techniques (3 Credits) - Overview of the design, implementation, and management of a computer help desk or support center. Includes customer service, troubleshooting methods, strategies for common support problems, incident management, and user needs analysis and assessment. Also covers industry certifications, professional associations, and ethical standards for help desk personnel.

OIM-100 Keyboarding Techniques (1 Credit) - Using state-of-the-art, self-paced software, students proceed from basic lessons through accuracy and speed-building exercises designed to prepare them for careers requiring keyboarding proficiency. Students gain the skill and knowledge necessary to type accurately based on one-minute timings at a minimum of 20 words per minute with one error or less.

3. Wrap-around Services - All participants will be linked with BHCC's TRAIN Coordinator, who will work with them for the duration of their time at the College to provide **individual counseling and case management** to support their progress toward educational and career goals. The Coordinator assists each participant with educational/career planning to direct them to the certificate program that best fits their interests and goals, then advises participants regarding financial planning and personal issues/challenges. The Coordinator meets participants individually to review program policies, discuss barriers that may impede success, develop service linkages that keep them on track, and monitor and update their plans as needed. The Coordinator also forms a relationship with each participant, to strengthen his/her connection to the program and convey that the College has a stake in his/her success. When a need or issue arises that is beyond the scope of the program, the Coordinator provides referral and linkage services to ensure that the participant connects to the appropriate resource, either within the College or in the community.

Career Advising and Interviewing/Job Placement. Career advising and job development begin when the participant applies to the program, and is stressed across the curriculum. Students are encouraged to treat the program as if it were a job, attend classes on time, and treat fellow students and instructors with respect. They are advised by the TRAIN Coordinator to network with colleagues at their internship sites,

as well as with family or friends who may be employed in the health field. Enthusiasm, a strong work ethic, and newly-developed confidence often lead to employment at the student's internship site.

The close relationship between BHCC faculty in the four programs and employers also facilitates internships and job placement. Internship sites (see "4. Internships" below) often hire BHCC students if they fit into the delivery team and a position is available. If students are not hired in their internship department, their résumés are passed to other areas of the organization in need of well-trained staff. In addition, the TRAIN Coordinator supports and advocates for the student in the job search process, helping him/her to apply on-line and in person at facilities with posted jobs. She provides leads and references, and communicates with Human Resource personnel until the student is hired.

All TRAIN participants will have full access to services and resources available at the College, to support their retention and success. A small sampling of other BHCC support services is described below:

- Through the Tutoring and Academic Support Center (TASC), students may work one-on-one with tutors, in small groups or in self-paced tutorials. The TASC is open seven days, 69 hours per week with over 70 tutors available.
- The Office for Students with Disabilities assists students who have learning disabilities, sensory impairments, psychological disabilities or physical conditions. Services include academic and testing accommodations, faculty notification, adaptive computer technology, academic/career advising, student support groups, professional literacy instruction and personalized educational coaching.
- The Veterans Center is committed to providing veterans with a smooth transition to college and a successful educational experience. Veterans Center staff members serve as advocates for the College's veterans, and provide support services throughout the veteran's enrollment at the College.
- Career Services provides a valuable link in the partnership between the College and the business community. Working closely with the academic programs, staff assist students in job placement and career development. Career information, current job listings, internships, and career/job search resources, career and educational planning software and resume software are available.
- The Health Services office is staffed by a Registered Nurse, and provides emergency care, treatment of minor injuries and common illnesses, and education and health counseling. Information and assistance with multi-cultural health concerns and educational materials also are available.

Participants also will be linked for wrap-around supports through BHCC's Single Stop center, which connects students to state and federal financial resources and local community services, to help them surmount economic barriers, continue with their education and move toward economic self-sufficiency. Single Stop provides public benefits screening and financial counseling, links students with child care and housing benefits for which they are eligible, and operates a mobile food pantry.

4. Internships - BHCC's Pharmacy Technician, Emergency Medical Technician (EMT) and Certified Nurse Aide (CNA) certificate programs require students to complete a supervised clinical placement, coupled with a class that provides context for an intern's clinical experience. In addition, for the purpose of the TRAIN program, an internship will be added for participants in the PC Hardware Support Specialist program, and the College will provide internship slots for participants in this program.

Internships provide students with real-world experience in their field of choice. Student interns practice skills learned during the classroom portion of their certificate programs, gaining exposure to the work environment and preparing them for transition into new careers. The College values the internship process as it tests classroom learning, exposes students to the day-to-day variables of their roles, and connects them with potential employers. Employers see the internships as an extended interview process, one which lets them gauge how well students perform with potential colleagues and patients/clients. Many of BHCC's internship partners hire students directly from the internship program.

Internship placements are managed by faculty within the four certificate programs. The lengths of the internships and a selection of current internship site partners are listed below.

Program	Internship Hours	Selected Internship Sites
Pharmacy Technician	30 hours per week, pharmacy-based internship during a five-week period.	CVS and Walgreens Beth Israel Deaconess Hospital Margolis Pharmacy (Charlestown)
Certified Nurse Assistant (CNA)	21 hour, facility-based internship during three weekend days	Spaulding Nursing & Therapy Ctr. Glen Ridge Nursing Home (Medford) Eastpointe Physical Rehabilitation Center (Chelsea)
Emergency Medical Technician (EMT)	16-hour internship, 2-3 work shifts	Cataldo Ambulance Service, Inc. (Malden); Brewster Ambulance Service (Boston) Fallon Ambulance Service (Quincy)
PC Hardware Support Specialist	20-40 hour internship during eight-week period.	City of Chelsea and Chelsea Public Schools Bunker Hill Community College

5. Program Measures and Outcomes - BHCC's TRAIN program will prepare adult learners to enter the workforce in entry-level allied health and IT positions. The program will attain the following outcomes:

- At least 24 participants will enter the program.
- At least 85% of participants will be placed in and complete internships.
- At least 80% of participants will successfully complete occupational training.
- At least 80% of program completers will obtain full-time employment within six months.

Massachusetts Department of Higher Education – TRAIN Program
 Bunker Hill Community College – Project Budget and Budget Narrative

Categories	Total Grant Funds Requested	Narrative
Total Salaries:	\$11,475	
<i>Administrator</i>		
Program Coordinator	\$7,875	\$25/hr., 9 hrs./wk., 35 wks. - Participant outreach and advising, oversee day-to-day activities, participant tracking and reporting, communication with partners.
<i>Support Staff</i>		
Tutors	\$3,600	15 hours per week @ \$15/hr., 16 weeks
<i>Other</i>		
Fringe Benefits	\$251	@1.65% payroll tax rate
Travel		
Contractual Services		
Total Supplies & Materials	\$15,970	
<i>Curriculum</i>		
<i>Equipment</i>		
<i>Other</i>		
textbooks & instructional supplies	\$14,400	\$600/student, 24 students
Pharm. Tech. certification exam prep manual	\$300	12 students @ \$50 ea.
scrubs for Pharm. Tech students	\$270	\$45 per student, 6 students
office supplies/copying	\$1,000	
Transportation		
Training		
Workplace Communication course	\$6,160	14 hours instruction including materials
Pharmacy Tech. certification exam prep instruction	\$420	12 hours @ \$35/hr.
Tuition & Stipends		
Pharmacy Tech.	\$24,576	6 students @ \$4,096 tuition & fees ea.
Emer. Med. Tech. (EMT)	\$10,752	6 students @ \$1,792 tuition & fees ea.
Certified Nurse's Aide (CNA)	\$10,752	6 students @ \$1,792 tuition & fees ea.
PC Hardware Support Specialist	\$24,576	6 students @ \$4,096 tuition & fees ea.
Other		
malpractice ins.	\$270	\$15 per student, 18 students
CNA certification exam	\$558	\$93 per test, 6 students
CPR card, for EMT students	\$60	\$10 per student, 6 students
Psycho-motor examination fee	\$900	\$150 per student, 6 students
Mass. EMT licensure exam	\$900	\$150 per student, 6 students
National EMT registration exam	\$480	\$80 per student, 6 students
drug screening for Pharm. Tech. students	\$450	\$75 per student, 6 students
Pharm. Tech. practice exam	\$174	\$29 per test, 6 students
Pharm. Tech. certification exam	\$774	\$129 per test, 6 students
Microsoft Office Specialist exam	\$576	\$96 per test, 6 students
CompTIA A+ Exam	\$1,266	\$211 per test, 6 students
RedHat Certified System Administrator	\$1,200	\$200 per test, 6 students
Evaluation		
Data Asst.	\$3,750	Assist with data collection and reporting, 150 hrs. @ \$25/hr.
Total	\$116,290	
Indirect Costs (10% Max)	\$7,021	applied to all costs except tuition
Plus Private Matching Funds		
Grand Total	\$123,311	



Boston Private Industry Council

Boston's Workforce Development Board

Kenneth C. Montgomery
Chair

Neil Sullivan
Executive Director

September 13, 2018

Mr. David Cedrone
Associate Commissioner for Workforce Development
Massachusetts Department of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108

Dear Associate Commissioner Cedrone,

I am writing to support Bunker Hill Community College's (BHCC's) proposal to the Massachusetts Department of Higher Education's Training Resources and Internship Networks (TRAIN) grant program.

The Boston PIC excels in creating innovative workforce solutions by connecting educational institutions with local employers; this helps businesses to access the well-trained employees needed to remain competitive, and assists Boston residents in finding career opportunities with growth potential.

The Boston Healthcare Careers Consortium, which includes BHCC Assistant Dean of Nurse Education Donna Savino, will serve as a resource for the proposed initiative in connecting BHCC with employers who may provide internship and job opportunities.

Programs like TRAIN will enrich the local healthcare job market by creating new career options for the long-term unemployed; for this reason, the Boston PIC is enthusiastic about BHCC's enclosed proposal.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Alysia Ordway'. The signature is fluid and cursive, with large loops and a long horizontal stroke at the end.

Alysia Ordway
Employment Engagement Director



September 10, 2018

Mr. David Cedrone

Associate Commissioner for Workforce Development

Massachusetts Department of Higher Education

One Ashburton Place, Room 1401

Boston, MA 02108

Dear Associate Commissioner Cedrone,

As the Boston area Regional Training Center Manager of CVS, I am pleased to support Bunker Hill Community College's (BHCC's) proposal to the Massachusetts Department of Higher Education's Training Resources and Internship Networks (TRAIN) grant program.

CVS, the largest pharmacy health care provider in the United States, is committed to hiring pharmacy technicians who have excellent training and are dedicated to customer support. As part of this process, we partnered with BHCC to launch the Pharmacy Technician program and offer the College's students supervised internships in CVS pharmacies. These internships provide them with first-hand experience about the day-to-day responsibilities of a pharmacy technician. CVS endorses funding from TRAIN to BHCC to help meet the country's ongoing pharmacy technician needs; these are expected to grow by nine percent by 2024.

BHCC's Pharmacy Technician program is a short-term route for the long-term unemployed and others to have fulfilling careers in the health care arena. For this reason, please give your consideration to BHCC's proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "Jonathan DaSilva".

Jonathan DaSilva

Regional Learning Center Manger



Thomas G. Ambrosino
City Manager

City of Chelsea
EXECUTIVE OFFICE
City Hall, 500 Broadway
Chelsea, Massachusetts 02150
tambrosino@chelseama.gov

Telephone: (617) 466-4100
Fax: (617) 466-4175

September 19, 2018

Mr. David Cedrone, Associate Commissioner for Workforce Development
Massachusetts Department of Higher Education
One Ashburton Place, Room 1401
Boston, Massachusetts 02108

Re: *Letter of Support*

Dear Associate Commissioner Cedrone:

The City of Chelsea is pleased to support the proposal of Bunker Hill Community College (BHCC) to the Massachusetts Department of Higher Education's Training Resources and Internship Networks (TRAIN) grant program.

Chelsea is one the most diverse and densely populated areas of the country, and it has many residents who frequently face challenges to employment. Short-term, locally based training programs, coupled with real-world work experience, are an ideal way to help such individuals to overcome the barriers to meaningful careers. For this reason, we look forward to partnering with BHCC to offer internships for its PC Hardware Support Specialist program candidates. Exposure to the City's busy offices and school system will complement students' classroom training, preparing them for careers as computer support staff.

We urge you to give favorable consideration to BHCC's proposal.

Thomas G. Ambrosino
Chelsea City Manager

Sincerely,

Mary M. Bourque, Ed.D.
Superintendent of Chelsea Public Schools



PROVIDING EXCEPTIONAL CARE THROUGH CLINICAL EXCELLENCE

137 Washington Street, P.O. Box 435, Somerville, MA 02143

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www.cataldoambulance.com

September 10, 2018

Mr. David Cedrone
Associate Commissioner for Workforce Development
Massachusetts Department of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108

Dear Associate Commissioner Cedrone,

As Chief Operating Officer of Cataldo Ambulance Service, Inc., I am pleased to support the proposal submitted by Bunker Hill Community College's (BHCC) to the Massachusetts Department of Higher Education's Training Resources and Internship Networks (TRAIN) grant program.

Cataldo hires the most qualified individuals in the industry, and is proud to have partnerships with prominent local facilities such as Children's Hospital, Partners Healthcare, and the Beth Israel Deaconess Medical Center. During the past seven years, Cataldo has offered BHCC students supervised Emergency Management Technician (EMT) internships, an important compliment to their academic program. In addition, Cataldo has hired many BHCC graduates for positions as EMTs. We have found that these workers are well-trained and highly committed to working as EMTs.

TRAIN funding to BHCC will accomplish two critical goals: reintroducing the long-term unemployed into the workforce with fresh, in-demand skills, and making sure that the individuals in need of immediate medical services get the help they deserve. For these reasons, I hope that the Massachusetts Department of Higher Education will give strong consideration to BHCC's proposal.

Sincerely,

Daniel Hoffenberg
Chief Operating Officer